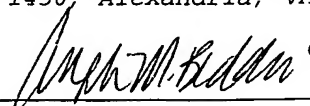




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PATENT 524-04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on May 4, 2004.


Angela M. Beddawi

Appl No. : 10/035,806
Applicant : Shlomo Varsano
Filed : November 8, 2001
Title : METHOD AND APPARATUS FOR AUTOMATED
SERVICE LEVEL AGREEMENTS

TC/A.U. : 1752
Examiner : Glenton B. Burgess

Docket No. : 47240/LTR/I281
Customer No. : 23363

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Technology Center 2100

PRELIMINARY AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Post Office Box 7068
Pasadena, CA 91109-7068
May 4, 2004

Commissioner:

Please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 29 of this paper.

05/10/2004 AOSHAM1 00000033 10035806

01 FC:1201	86.00 OP
02 FC:1202	270.00 OP
03 FC:1203	290.00 OP